



Press Release

3 October 2022

For Immediate Release

Chesterfield service rated 'Good' following first CQC inspection

A Chesterfield service which supports women with mental health needs is celebrating after gaining a "Good" rating from the Care Quality Commission in its first ever inspection.

Cygnet Acer Clinic is a 28 bed service near Chesterfield which provides assessment, treatment and rehabilitation for women with personality disorder and complex mental health needs. Acer Upper is its 14 bed acute mental health service. The service provides a safe and stabilising environment for individuals who are experiencing an acute episode of mental illness and require an emergency admission.

The CQC rating follows an unannounced inspection of Acer Upper ward in June which resulted in a 'Good' rating in all five key lines of enquiry, 'Safe', 'Effective', 'Caring', 'Responsive' and 'Well Led'.

The report said: *"Managers at all levels at the hospital had the right skills and abilities to run a service that provided high quality- sustainable care. Staff were discreet, respectful, and responsive when caring for service users. Service users were truly respected and valued as individuals and were empowered as partners in their care."*

"The environment of the ward was calm and had been designed using muted colours with murals on the ward that also emphasised a peaceful and calming atmosphere."

Inspectors praised staff for providing 'WOW' packs to service users on arrival. This included spare clothes and shoes, as well as toiletries including feminine hygiene products. The report commended the service for utilising a calming suite to support de-escalation for service users in distress and said staff prioritised leave for patients so they could have access to activities in the community.

The inspection team observed care and treatment reviews and saw how individual preferences and needs were always reflected in how care is delivered.

The report added: *"Service users were active partners in their care. Staff helped service users live healthier lives by supporting them to take part in healthy eating programmes, smoking cessation or giving general advice."*

"Staff felt respected, supported and valued they spoke highly of the management team. They said the service promoted and embraced equality and diversity in daily work."

Kim Mullen, Hospital Manager for Cygnet Health Care, said she could not be more proud of the team at Cygnet Acer Clinic.

She added: *“To achieve Good in all domains at our first inspection of the new acute service is a significant achievement and testament to the dedication of the team at Acer to delivering high quality, patient-centred care.*

“We are committed to continuing to provide an excellent therapeutic environment for our service users.”

Tony Romero, CEO of Cygnet Health Care, said he was proud of the recognition the team received from the CQC.

He said: *“The team work diligently to ensure all residents can fulfil their potential. To achieve a positive outcome along with such encouraging comments in its first ever inspection is testament to the hard work, commitment and dedication of all staff on Acer Upper Ward.*

“At Cygnet Health Care, we strive to provide care of the highest quality and standard and always put our service users at the heart of what we do. It is evident from this CQC report that this is being achieved here and I am delighted the CQC has recognised the fantastic work being delivered at our service.”

The full report can be found on the CQC website [here](#).

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Notes to Editors:

For more information, please contact Gemma Attew, External Communications Manager, on gemmaattew@cygnethealth.co.uk or 07718 244811.

About Cygnet Health Care

Cygnet Health Care has been providing a national network of high-quality, specialised mental health services for the NHS and local authorities for the past 30 years.

Cygnet Health Care’s pioneering services support people with complex and acute mental health needs across the UK.

As one of the best quality providers in mental health services in the country, Cygnet Health Care’s focus is always on the best outcomes for those who use or commission its services. 85% of Cygnet’s facilities are rated as good or outstanding, which is above the national average.

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